

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction, to plan, organize, manage, supervise and participate in systems analysis and program development activities in the provision of data processing, telephone and radio communications services to various City departments; to provide highly complex staff assistance to the Director of Administrative Services and others; and to perform related work as required.

CLASS CHARACTERISTICS

This is a single position classification. The incumbent reports to the Director of Administrative Services and has responsibility for providing daily supervision to the Information Systems staff.

EXAMPLES OF DUTIES (Illustrative Only):

- Plans, organizes and supervises the activities of technical and clerical staff in the Information Systems division
- Performs a wide range of systems analysis and programming work involved in the development, implementation or modification of various applications
- Conducts complex and comprehensive feasibility studies and detail designs; establishes standards and programming processes; recommends and implements system improvements as needed
- Documents new and existing systems and coordinates system development activities and data processing services with City departments
- Develops, implements and reviews disaster recovery planning and systems and programming standards
- Maintains and monitors systems security
- Oversees the planning, installation, maintenance, and modifications of all City-owned data communications networks and telephone systems
- Participates in the development and administration of the department budget
- Coordinates Information Systems division activities with other divisions, departments, governmental agencies and outside organizations
- Trains employees in work procedures, standards and safety practices, and reviews work in progress or upon completion for compliance with standards
- Interviews and recommends selection of job applicants, appraises employee performance, conducts informal counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends disciplinary action
- Reviews and approves employee work schedules, overtime, vacation, sick leave and time cards

- Conducts staff and safety meetings
- Participates in Administrative Services management meetings and works with managers and staff to resolve policy, procedural or operational issues
- Prepares and maintains a variety of records, reports and correspondence related to division activities
- Attends and/or makes presentations at council, interagency, committee, and other meetings and conferences
- Acts on behalf of Director when needed

QUALIFICATIONS

Knowledge of:

- Administrative principles and methods, including goal setting, program and budget development and implementation, personnel management and supervision
- City organization and functions; laws, rules and regulations governing division activities
- Current computer industry technology, practices and trends, including system development and administration
- Principles and practices of systems analysis and programming
- Applicable computer hardware (including installation of such systems) and software (i.e. word processing, spreadsheets and backup software)
- Various computer operation systems including familiarity with MS-DOS, Unix, Windows, Windows NT Network, HP 3000, and LAN/WAN technology
- Principles and practices of governmental accounting and auditing procedures and their application to municipal operations

Skill in:

- Planning, organizing, assigning, supervising, reviewing and evaluating the activities of program areas within the Information Systems division
- Selecting, training, motivating and evaluating staff
- Developing, implementing, and interpreting goals, objectives, policies, procedures and work standards
- Coordinating division activities with other City departments and agencies as required
- Analyzing complex problems, evaluating alternatives, and making sound recommendations related to program activities
- Designing systems and performing necessary programming and application documentation
- Installing and performing routine maintenance on various computer and network equipment
- Preparing specifications and requests for proposals
- Developing and implementing information systems training for division and City staff as necessary and appropriate
- Preparing and administering a departmental budget
- Establishing and maintaining effective working relationships with those contacted in the course of work
- Using computer technology and applications in the performance of daily activities

- Preparing and presenting clear, concise and logical written and oral reports

A typical way of gaining the knowledge and skills outlined above is:

- Equivalent to a Bachelor's degree with major course work in computer science, information technology, or a closely related field and five (5) years of increasingly responsible experience in computer operations, design, programming and systems development, including two years of supervisory experience.

LICENSES AND CERTIFICATES

Possession of a valid California driver's license.

PHYSICAL DEMANDS

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; intermittently walk, stand, bend, squat, twist and reach while performing duties; may occasionally crawl or kneel while installing equipment; lift light to moderately heavy weights. Manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

FLSA: E

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.